

## Kentucky Occupational Skill Standards List

### 3005 Family Services

<b>AA</b>		<b>LANGUAGE ARTS</b>
AA	001	Applies the reading process and strategies to directions or tasks that are relatively short and with limited categories of information, directions, concepts and vocabulary.
AA	002	Demonstrates competence in using various information sources, including knowledge-based and technical texts, to perform specific tasks.
AA	003	Demonstrates competence in writing and editing documents using correct grammar and punctuation.
AA	004	Demonstrates competence in speaking to provide, distribute, or find information.
AA	005	Demonstrates competence in making oral formal and informal presentations, including selecting and using media.
AA	006	Adapts listening strategies to utilize verbal and nonverbal content of communication.
<b>AB</b>		<b>MATHEMATICS</b>
AB	001	Adds, subtracts, divides, multiplies whole and mixed numbers, fractions, and decimals.
AB	002	Mentally adds, subtracts, divides, and multiplies whole numbers.
AB	003	Interprets charts, tables, and graphs.
<b>AC</b>		<b>SCIENCE</b>
AC	001	Uses computers for information processing.
AC	002	Applies and uses maps, charts, tables, and graphs to complete tasks.
AC	003	Analyzes drugs impact on society.
<b>EA</b>		<b>EXHIBIT WORKPLACE SKILLS</b>
EA	001	Demonstrate consistently punctual arrival.
EA	002	Document regular attendance.
EA	003	Demonstrate enthusiasm and confidence about work and learning new tasks.
EA	004	Demonstrate appropriate dress and hygiene for successful employment.
EA	005	Demonstrate the ability to act in a polite and respectful way towards co-workers.
EA	006	Demonstrate the ability to complete tasks on time and accurately.
EA	007	Demonstrate the ability to make career decisions.
EA	008	Prepare a resume and letter of application or interest.
EA	009	Fill out an application for employment.
EA	010	Participate in an employment interview.
EA	011	Follow directions and procedures.
EA	012	Accept constructive criticism.
EA	013	Work with minimal supervision.
<b>EB</b>		<b>UNDERSTAND WORKFORCE ISSUES</b>
EB	001	Recognize the difference between a team environment workplace and a conventional workplace.
EB	002	Identify the characteristics of a diverse workforce.
EB	003	Identify good ethical characteristics and behaviors.
EB	004	Differentiate between good and poor business ethics.
EB	005	Match employee responsibilities to employer expectations.
EB	006	Define discrimination, harassment and equity.
EB	007	Demonstrate non-discriminatory behavior.
EB	008	Maintain confidentiality and sensitivity of company information.
<b>EC</b>		<b>PERFORM BUSINESS PLANNING AND OPERATIONS PROCEDURES</b>
EC	001	Plan and manage work schedules.
EC	002	Maintain receipts and disbursements records.
EC	003	Maintain inventory records.
EC	004	Maintain computer records.
EC	005	Identify possible actions that may lead to customer dissatisfaction.
EC	006	Identify the ways that the level of customer satisfaction may affect company success.
EC	007	Explain the importance of business reputation.
EC	008	Identify possible actions that may be used to correct customer dissatisfaction.

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EC	009	Explain the effect of quality on profit.
EC	010	Identify the effects of continuous quality improvement.
<b>ED</b>		<b>DEMONSTRATE EFFECTIVE COMMUNICATION AND TEAMWORK SKILLS</b>
ED	001	Organize materials with a logical flow.
ED	002	Interpret and clarify directions prepared by others.
ED	003	Communicate with customers.
ED	004	Understand team concepts.
ED	005	Write steps of an occupational process using sentences and statements as appropriate.
ED	006	Select appropriate communication methods.
ED	007	Identify various group processes.
ED	008	Identify components of group dynamics.
ED	009	Apply facilitation skills in a group setting.
<b>EE</b>		<b>DEMONSTRATE PROBLEM SOLVING TECHNIQUES</b>
EE	001	Explain the value of applying a problem-solving system.
EE	002	Apply a system of problem solving.
EE	003	Identify opportunities for applying problem solving techniques.
<b>OA</b>		<b>ANALYZE STRATEGIES TO MANAGE MULTIPLE INDIVIDUAL, FAMILY, CAREER AND COMMUNITY AND WORKPLACE SETTINGS</b>
OA	001	Examine policies, issues, and trends in the workplace and community that impact individuals and families.
OA	002	Analyze the impact of social, economic, and technological change on work and family dynamics.
OA	003	Analyze ways that individual career goals can enhance the family's capacity to meet goals for all family members.
OA	004	Analyze the potential impact of career path decisions on balancing work and family.
OA	005	Determine goals for life-long learning and leisure opportunities for all family members.
OA	006	Determine skills and knowledge needed to develop a life plan for achieving individual, family, and career goals.
<b>OB</b>		<b>DEMONSTRATE TRANSFERABLE AND EMPLOYABILITY SKILLS IN COMMUNITY AND WORKPLACE SETTINGS</b>
OB	001	Examine potential career choices to determine the knowledge, skills and attitudes associated with each.
OB	002	Demonstrate job-seeking and job-keeping skills.
OB	003	Apply communications skills in community and workplace settings.
OB	004	Demonstrate teamwork skills in community and workplace settings.
OB	005	Examine strategies to manage the impact of changing technologies in workplace settings.
OB	006	Demonstrate leadership skills and abilities in the workplace and community.
OB	007	Examine factors that contribute to maintaining safe and healthy work and community environments.
OB	008	Demonstrate work ethics and professionalism.
<b>OC</b>		<b>ANALYZE THE RECIPROCAL IMPACT OF INDIVIDUAL AND FAMILY PARTICIPATION IN COMMUNITY ACTIVITIES</b>
OC	001	Examine goals that support individuals and family members in carrying out community and civic responsibilities.
OC	002	Arrange a plan for individuals and families to select and develop skills in community activities.
OC	003	Determine skills that provide beneficial services to the community.
OC	004	Examine community resources and systems of formal and informal support available to individuals and families.
OC	005	Examine the impact of public policies, agencies, and institutions on the family.
<b>OD</b>		<b>ANALYZE THE IMPACT OF FAMILY AS A SYSTEM ON INDIVIDUALS AND SOCIETY</b>
OD	001	Examine family as the basic unit of society.
OD	002	Determine the role of family in transmitting societal expectations.
OD	003	Examine global influences on today's families.
OD	004	Examine the role of family in teaching culture and traditions across the life span.
OD	005	Examine the role of family in developing independence, interdependence, and commitment of family

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		members.
OD	006	Determine the impact of change and transitions over the life course.
OD	007	Explore the ways family and consumer sciences careers assist the works of the family.
<b>OE</b>		<b>DEMONSTRATE APPRECIATION FOR DIVERSE PERSPECTIVES, NEEDS, AND CHARACTERISTICS OF INDIVIDUALS AND FAMILIES</b>
OE	001	Demonstrate awareness of multiple diversities and their impact on individuals and families.
OE	002	Examine the impact of cultural diversity on individuals and families.
OE	003	Examine the impact of empathy for diversity on individuals in family, work, and community settings.
OE	004	Demonstrate respect for diversity with sensitivity to anti-bias, gender, equity, age, culture and ethnicity.
OE	005	Examine the impact of the global village on the need to appreciate diversity.
<b>OF</b>		<b>ANALYZE CAREER PATHS WITHIN FAMILY AND COMMUNITY SERVICES</b>
OF	001	Determine the roles and functions of individuals engaged in family and community service careers.
OF	002	Explore opportunities for employment and entrepreneurial endeavors.
OF	003	Examine education and training requirements and opportunities for career paths in family and community services.
OF	004	Examine the impact of family and community service occupations on local, state, national, and global economies.
<b>OG</b>		<b>ANALYZE FACTORS RELATED TO PROVIDING FAMILY AND COMMUNITY SERVICES</b>
OG	001	Examine local, state, and national agencies and informal support resources providing human services.
OG	002	Determine professional, ethical, legal, and safety issues that confront human service employees.
OG	003	Examine licensing laws and regulations that affect service providers and their participants.
OG	004	Determine harmful, fraudulent, and deceptive human service practices.
OG	005	Determine the rights and responsibilities of human service participants and their families.
OG	006	Determine effective individual and family advocacy and self-advocacy strategies to overcome diverse challenges facing human service participants.
OG	007	Explore community-networking opportunities in family and community services.
<b>OH</b>		<b>DEMONSTRATE PROFESSIONAL BEHAVIORS, SKILLS, AND KNOWLEDGE IN PROVIDING FAMILY AND COMMUNITY SERVICES</b>
OH	001	Utilize rules, regulations, and work site policies that affect employer, employee, participant, and family rights and responsibilities.
OH	002	Demonstrate professional, collaborative relationships with colleagues, support teams, participants, and families.
OH	003	Maintain accurate and confidential documentation to be submitted in a timely manner to appropriate sources.
OH	004	Examine participants' strengths, needs, preferences, and interests across the life span through formal and informal assessment practices.
OH	005	Demonstrate use of technology in human services.
<b>OI</b>		<b>EVALUATE CONDITIONS AFFECTING INDIVIDUALS AND FAMILIES WITH A VARIETY OF DISADVANTAGING CONDITIONS</b>
OI	001	Assess health, wellness, and safety issues of individuals and families with a variety of disadvantaging conditions.
OI	002	Determine management and living environment issues of individuals and families with a variety of disadvantaging conditions.
OI	003	Research personal, social, emotional, economical, vocational, educational, and recreational issues for individuals and families with a variety of disadvantaging conditions.
OI	004	Discriminate between situations that require personal prevention or intervention and those situations that require professional assistance.
OI	005	Determine situations which require crisis intervention.
OI	006	Determine the appropriate support needed to address selected human service issues.
<b>OJ</b>		<b>IDENTIFY SERVICES FOR INDIVIDUALS AND FAMILIES WITH A VARITETY OF DISADVANTAGING CONDITIONS</b>

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OJ	001	List needs and accommodations for people with a variety of disadvantaging conditions.
OJ	002	State ways in which individuals affect the family financially, socially, and emotionally with a variety of disadvantaging conditions.
OJ	003	Cite coping or adjustment strategies and stress management practices for the participant, a caregiver, and family member.
OJ	004	Highlight the importance of friends, family and community relationships for an individual with a variety of disadvantaging conditions.
OJ	005	Give support that validates the participants' capabilities and right to privacy, dignity, and autonomy.
OJ	006	Give participants strategies to make informed choices, access resources and support, follow through on responsibilities, and take appropriate risks.
OJ	007	List verbal and nonverbal communication skills related to advising the counseling individuals and families with a variety of disadvantaging conditions.
<b>OK</b>		<b>ANALYZE FUNCTIONS AND EXPECTATIONS OF VARIOUS TYPES OF RELATIONSHIPS</b>
OK	001	Examine processes for building and maintaining interpersonal relationships.
OK	002	Examine the impact of various stages of the family life cycle on the interpersonal relationships.
OK	003	Compare physical, emotional, and intellectual responses in stable and unstable relationships.
OK	004	Determine factors that contribute to healthy and unhealthy relationships.
OK	005	Explore processes for handling unhealthy relationships.
OK	006	Determine stress management strategies for family, work, and community settings.
<b>OL</b>		<b>ANALYZE PERSONAL NEEDS AND CHARACTERISTICS AND THEIR IMPACT ON INTERPERSONAL RELATIONSHIPS</b>
OL	001	Examine the impact of personal characteristics on relationships.
OL	002	Consider the effect of personal needs on relationships.
OL	003	Examine the effect of self-esteem and self-image on relationships.
OL	004	Determine the impact of life span events and conditions on relationships.
OL	005	Explain the impact of personal standards and codes of conduct on interpersonal relationships.
<b>OM</b>		<b>DEMONSTRATE COMMUNICATION SKILLS THAT CONTRIBUTE TO POSITIVE RELATIONSHIPS</b>
OM	001	Examine communication styles and their effects on relationships.
OM	002	Demonstrate verbal and nonverbal behaviors and attitudes that contribute to effective communication.
OM	003	Demonstrate effective listening and feedback techniques.
OM	004	Examine barriers to communication in family, work, and community settings.
OM	005	Practice ethical principles of communication in family, community, and work settings.
OM	006	Examine the impact of communication technology in family, work, and community settings.
OM	007	Examine the roles and functions of communication in family, work, and community settings.
<b>ON</b>		<b>EVALUATING CONFLICT PREVENTION AND MANAGEMENT TECHNIQUES</b>
ON	001	Determine the origin and development of attitudes and behaviors regarding conflict.
ON	002	Determine how similarities and differences among people affect conflict prevention and management.
ON	003	Determine the roles of decision making and problem solving in reducing and managing conflict.
ON	004	Appraise nonviolent strategies that address conflict.
ON	005	Choose effective responses to harassment.
ON	006	Assess community resources that support conflict prevention and management.
<b>OO</b>		<b>DEMONSTRATE TEAMWORK AND LEADERSHIP SKILL IN THE FAMILY, WORKPLACE, AND COMMUNITY</b>
OO	001	Create an environment that encourages and respects the ideas, perspectives, and contributions of all group members.
OO	002	Demonstrate strategies to motivate and encourage group members.
OO	003	Create strategies to utilize the strengths and limitations of team members.
OO	004	Demonstrate techniques that develop team and community spirit.
OO	005	Demonstrate ways to organize and delegate responsibilities.
OO	006	Create strategies to integrate new members into the team.
OO	007	Demonstrate processes for cooperating, compromising, and collaborating.

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OP		DEMONSTRATE STANDARDS THAT GUIDE BEHAVIOR IN INTERPERSONAL RELATIONSHIPS
OP	001	Examine types of standards that guide behavior in interpersonal relationships.
OP	002	Apply guidelines for assessing the nature of issues and situations.
OP	003	Apply standards when making judgments and taking action.
OP	004	Demonstrate ethical behavior in family, workplace, and community settings.
OP	005	Examine the relative merits of opposing points of view regarding current ethical issues.